

ABSTRACT OF THE DISCLOSURE

5 A computer system, and associated method, with a  
tool for processing error alerts issued during  
distribution of application packages to network client  
devices. The tool validates error alerts to filter out  
erroneous alerts and parses error alerts to obtain a  
subset of information useful for tracking each error  
alert and for producing maintenance job tickets.  
10 Threshold limits for each type of error are utilized to  
further filter the error alerts by updating counts for  
each type of error and comparing these counts to the  
threshold limits. Once a threshold limit is exceeded,  
the tool performs further verification to determine  
whether a job ticket should be issued including  
15 performing a look up for the affected network device in  
an outage notice file. A job ticket is created which  
includes verified information and the ticket is then  
transmitted to the maintenance center determined  
responsible for servicing the affected network device.

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